



**City of Raleigh  
Public Utilities Department  
Utility Billing Division  
Implementation Services for  
Customer Care & Billing 2.2 Upgrade**

The City of Raleigh (COR) Public Utilities Department (PUD) is seeking the services of qualified firms to upgrade Oracle CC&B (Customer Care and Billing) from version 2.2 to version 2.5+ or latest stable release. It is the City's intent to have 2 phases within the upgrade timeline. Phase 1 will be for a technical upgrade to include only the minimum additional work to match existing functionality available in the City's v2.2 environments. Phase 2 will expand to new functionality or changes in existing functionality. This procurement is being conducted in accordance with the provisions of North Carolina General Statute § 143-129.8.

To receive a copy of the complete RFP, contact:  
Angela Hodges at 919-996-1928 or [angela.hodges@raleighnc.gov](mailto:angela.hodges@raleighnc.gov)

**Mandatory pre-proposal conference:**

Date: Wednesday 5/25/16

Time: 8:00 am – 12:00 pm

Place: City of Raleigh Public Utilities Field Operations Center, 3324 Lake Woodard Dr,  
Raleigh, NC 27610, Room 112

Proposal due date: 7/1/2016 5:00 p.m.